

## Get Your Practice Open and Stay Prepared for Future Disruptions Following COVID-19

As medical practices across the country begin to plan for the re-opening of their offices, we have some best practices and quick wins for providers and staff. Whether you're telehealth veterans or made a quick shift to it while responding to COVID-19, the following checklist can be used to ensure your patients know how to access the right kind of care when they need it and you'll be well-positioned to weather future disruptions, big or small.



01



### Select/Setup a Telehealth Solution

- Keep it simple, make it easy for patients and staff

02



### Let your patients know their options –use demand/broadcast messaging, put it on your website/facebook/etc.

- We're open
- Here's are our new hours or we're resuming normal clinic hours
- You must wear a mask when you attend an in-clinic appointment

03



### Enable a chat/secure messaging solution

- Answer patient questions
- Triage patients
- Help patients determine if they should select an in-office visit or telehealth visit

04



### Adjust your appointment reminder scripts to include:

- Telehealth appointments
- An option to select a telehealth appointment rather than reschedule if appropriate
- Instructions for what to do when arriving:
  - Wait in the car?
  - A link to the Telehealth appointment

05



### Move registration online and on patient devices

- Support Telehealth processes as well as mitigate the spread germs and viruses in the office by eliminating paper forms, clipboards, pens, and data entry
- Once implemented, be sure to include a pre-registration link in the patient appointment reminders

06



### Make appointments, including Telehealth, easy to access

- Empower your patients with digital access to provider schedules
- Pick a solution that's easy to use, avoid solutions that require usernames and passwords
- Make it easy for patients to designate their appointment as in-clinic or telehealth

07



### Ask for feedback and generate online reviews

- Use surveys to ask your patients about their experiences, whether they be in-person or through your telehealth platform
- Patient feedback is critical to delivering superior patient satisfaction, retaining patients, and attracting new ones

08



### Give patients the options to make touchless payments

- Mobile payments and patient balance messages:
  - Make it easy for patients to pay their balances/ reduce costs by eliminating paper statements

**Give us a call and let us customize the right plan for your practice.**

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